

Website Score Card

Good First Impression

Is your first impression of the website a positive one? ☐ Yes ☐ No ☐ N/A

ADA Compliance

Does the design of each Web page make its content easy to identify and is it readily navigable for disabled users? ☐ Yes ☐ No ☐ N/A

Is the language used simple and concise? ☐ Yes ☐ No ☐ N/A

Do graphics have meaning rather than being purely decorative? ☐ Yes ☐ No ☐ N/A

Is the interface simple and intuitive in nature? ☐ Yes ☐ No ☐ N/A

Can the tab key be used to move from one section to another? ☐ Yes ☐ No ☐ N/A

Do all functional graphic images and symbols have a text alternative ("alt" or "longdesc")? ☐ Yes ☐ No ☐ N/A

Do video presentations have synchronized captions and auditory descriptions? ☐ Yes ☐ No ☐ N/A

Do podcasts and auditory presentations have text alternatives? ☐ Yes ☐ No ☐ N/A

Is there adequate contrast between the background and the text or graphic display to accomodate users with visual problems? ☐ Yes ☐ No ☐ N/A

Are black, white and grayscale colors used predominately with all other colors bright? ☐ Yes ☐ No ☐ N/A

Are reds and greens kept separate or delineated with black line? ☐ Yes ☐ No ☐ N/A

Could the site be viewed in black and white without losing any meaning or content? ☐ Yes ☐ No ☐ N/A

If color is used as an informational tool, is that same information provided in alternate ways, e.g. text or underline? ☐ Yes ☐ No ☐ N/A

If using tables (e.g. events calendar), is the table constructed with proper cell and header markup to allow use of a screen reader (can table be read linearly)? ☐ Yes ☐ No ☐ N/A

Is a static alternative available for rolling, blinking or scrolling text? ☐ Yes ☐ No ☐ N/A

Are flickering or flashing screens avoided in the 4-59 flashes per second (Herz) range? ☐ Yes ☐ No ☐ N/A

If frames are used on a Web page, is a title that describes its purpose provided for each frame? ☐ Yes ☐ No ☐ N/A

Are pop up windows avoided or can they be disabled? ☐ Yes ☐ No ☐ N/A

Is the natural language of the document specified through markup or headers? ☐ Yes ☐ No ☐ N/A

- | | | | |
|--|---------------------------|--------------------------|---------------------------|
| Are changes in language identified? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Is it possible to read each page without associated style sheets? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Can web pages be used when scripts and objects are not supported? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Are client-side image maps used or are text links provided? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| If a page cannot be made accessible, is an alternative text-only page with equivalent information/function provided? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Can the text be re-sized? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Are links easily identifiable by underlining, cursor image, or by placement as a menu at the top or left side of the page? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |

If online forms are included on the page:

- | | | | |
|---|---------------------------|--------------------------|---------------------------|
| Are form labels placed directly adjacent to the form elements they describe? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Are similar items grouped using the FIELDSET tag with a legend, especially with radio buttons or check boxes? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Are extra elements placed outside the form? (e.g. a "lost password" link) | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Is Tabindex used to set tab order (i.e. when navigating the form using the tab key, does the form flow correctly? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Do pull-down menus have a Submit button? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Has the web page been checked for accessibility by a service such as Webexact? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |

Audience Appropriate

- | | | | |
|---|---------------------------|--------------------------|---------------------------|
| Does the website's content speak to appropriate age groups? (Both children and adults for a public library, etc.) | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Does the website's content address the educational levels of the majority of its users? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Has the website's content been written with an apparent understanding of its users' interests in relation to the library? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Is the website developed in a manner that is accessible to the technical capabilities of the users' computers? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |

Community Oriented

- | | | | |
|--|---------------------------|--------------------------|---------------------------|
| Is a feedback option provided like email or a form? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Are there links to community resources? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Does the website feature and/or highlight events in the local community? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |

Contact Information

- Is the location of the library, including city and state, readily apparent on the home page? ☐ Yes ☐ No ☐ N/A
- Does contact information include more than one means of communication: email link, phone number and/or address? ☐ Yes ☐ No ☐ N/A
- Is contact information provided for each branch and area of service? ☐ Yes ☐ No ☐ N/A
- Does information include the name and address of each branch, including the city, state and zip code? ☐ Yes ☐ No ☐ N/A
- Are email contacts available for key staff? ☐ Yes ☐ No ☐ N/A
- Are provisions made for multiple contacts in case the key staff person is unavailable? ☐ Yes ☐ No ☐ N/A
- Are users encouraged to use contact information? ☐ Yes ☐ No ☐ N/A
- Is contact information correct and up-to-date? ☐ Yes ☐ No ☐ N/A
- Is a map and/or directions available on the website? ☐ Yes ☐ No ☐ N/A

Currency

- Is there a creation date on the website? ☐ Yes ☐ No ☐ N/A
- Is there a copyright date on the website? ☐ Yes ☐ No ☐ N/A
- Is there evidence of current content? ☐ Yes ☐ No ☐ N/A
- Does the website indicate the last time it was updated? ☐ Yes ☐ No ☐ N/A
- Is the website updated often enough? ☐ Yes ☐ No ☐ N/A
- Are the links active and up-to-date? ☐ Yes ☐ No ☐ N/A
- Are date-dependent facts and figures correct? ☐ Yes ☐ No ☐ N/A
- Are there elements that change when refreshed? ☐ Yes ☐ No ☐ N/A
- Is there a clear understanding of who updates what? ☐ Yes ☐ No ☐ N/A

Enhancements

- Are there other opportunities for the community to comment (e.g. in a photo album)- Web 2.0 ☐ Yes ☐ No ☐ N/A
- Can users customize their experience? - Web 2.0 ☐ Yes ☐ No ☐ N/A
- Is there an online library photo album or photo account (e.g. Flickr)? - Web 2.0 ☐ Yes ☐ No ☐ N/A
- Can users comment on photos? - Web 2.0 ☐ Yes ☐ No ☐ N/A

Are the Web 2.0 tools being used reflected in the library's technology plan? - Web 2.0	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Does the library provide a public blog for communication and/or library news? - Web 2.0	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Does the blog allow comments, moderated or not? - Web 2.0	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Is there a blog for internal use? - Web 2.0	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Does the library provide an RSS feed for each blog? - Web 2.0	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Does the library provide an RSS feed for new materials? - Web 2.0	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Does the library provide an RSS feed for library news and events?- Web 2.0	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Does the library provide an RSS feed for searches within the catalog? - Web 2.0	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Does the library provide an RSS feed for searches within databases? - Web 2.0	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Does the library provide an RSS feed for other services?- Web 2.0	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Does the library provide a publicly available instant messaging (IM) or chat service? - Web 2.0	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Does the library provide IM/chat for internal use? - Web 2.0	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Does the library support at least three IM services? (e.g., Yahoo, Google, MSN, AIM)- Web 2.0	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Is the IM service marketed? If so, how? - Web 2.0	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Is the IM service available during hours convenient to users? - Web 2.0	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Does the library use a wiki? - Web 2.0	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Is the wiki for internal use? - Web 2.0	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Is the wiki for external use? - Web 2.0	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Does the library allow patrons to add content to the online catalog (e.g., tags, comments)? - Web 2.0	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Can users share their social bookmarks with each other (e.g., delicious)? - Web 2.0	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Can the users download audio books and videos from the website?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Does the website have an interactive calendar? - Web 2.0	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Does the website offer social networking features where people can connect with each other via favorite books, book reviews, personal book collections, etc? - Web 2.0	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Does the website offer any interactive games?- Web 2.0	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A

Does the library offer virtual reference through its website? (e.g., virtual reference software, email the librarian) ☐ Yes ☐ No ☐ N/A

Are there interactive features like book reviews or an online book club? ☐ Yes ☐ No ☐ N/A

Does the library take advantage of third party services (Flickr, web mapping software like Google or Yahoo Maps) to enhance its own services? - Web 2.0 ☐ Yes ☐ No ☐ N/A

Does the library provide its information in a format that can be downloaded and manipulated by its patrons? - Web 2.0 ☐ Yes ☐ No ☐ N/A

Does the library enhance its services by creating and/or installing smaller programs (web services or mash-ups) that result in new services? - Web 2.0 ☐ Yes ☐ No ☐ N/A

Does the library allow me to log-in just once for all authenticated services, e.g., commercial databases, online catalog patron information? ☐ Yes ☐ No ☐ N/A

Forms

Does the form support the task? ☐ Yes ☐ No ☐ N/A

Does it follow a logical progression? ☐ Yes ☐ No ☐ N/A

Is it clear what to do next? ☐ Yes ☐ No ☐ N/A

Are form elements used properly? ☐ Yes ☐ No ☐ N/A

Are elements grouped properly? ☐ Yes ☐ No ☐ N/A

Are all fields necessary? ☐ Yes ☐ No ☐ N/A

Are all fields labeled clearly? ☐ Yes ☐ No ☐ N/A

Is it clear which fields are required to successfully submit the form? ☐ Yes ☐ No ☐ N/A

Are there any unnecessary mandatory fields? ☐ Yes ☐ No ☐ N/A

Do input boxes provide enough room to type requested information? ☐ Yes ☐ No ☐ N/A

Are help elements included when possible (e.g. a popup calendar for dates or pull-down menus for states) ☐ Yes ☐ No ☐ N/A

Are error messages informative? ☐ Yes ☐ No ☐ N/A

If an element is missed in filling out the form, is the user returned to the form with all data filled in except the missing element? ☐ Yes ☐ No ☐ N/A

Is there a clear Submit button? ☐ Yes ☐ No ☐ N/A

Is there a confirmation page? ☐ Yes ☐ No ☐ N/A

Does it recommend closing the browser on a public terminal (for security)? ☐ Yes ☐ No ☐ N/A

Graphics and Animation

- Is the website using graphics appropriately to address specific needs? ☐ Yes ☐ No ☐ N/A
- Do all the graphics and animations appear in their proper places? ☐ Yes ☐ No ☐ N/A
- Is there an appropriate amount of graphics and animation on the website? ☐ Yes ☐ No ☐ N/A
- Are the graphics and animation of good quality? ☐ Yes ☐ No ☐ N/A
- Are the graphics helpful? ☐ Yes ☐ No ☐ N/A
- Do the graphics and animations make a significant contribution to the site? ☐ Yes ☐ No ☐ N/A
- Do the graphics and animations distract the user from the website's primary task? ☐ Yes ☐ No ☐ N/A
- Do the graphics and animations overpower the other content on the website? ☐ Yes ☐ No ☐ N/A
- Are the graphics and animations of appropriate weight? ☐ Yes ☐ No ☐ N/A
- Can the animations be turned off? ☐ Yes ☐ No ☐ N/A
- Do animations violate the general flash or red flash thresholds? ☐ Yes ☐ No ☐ N/A
- Are standard/well-known graphics used when available, e.g., RSS feeds, Home? ☐ Yes ☐ No ☐ N/A
- Have graphics been appropriately sized before inserting in a web page rather than using height and width attributes for re-sizing? ☐ Yes ☐ No ☐ N/A

Industry Standards

- Does the library's web site conform to industry standards?
- XHTML 1.0 Strict; <http://www.w3.org/TR/xhtml1/> ☐ Yes ☐ No ☐ N/A
- CSS 1.0+; <http://www.w3.org/Style/CSS/> ☐ Yes ☐ No ☐ N/A
- Alternate CSS stylesheets for at least handheld devices and printing ☐ Yes ☐ No ☐ N/A
- Section 508, if applicable; <http://www.section508.gov/index.cfm> ☐ Yes ☐ No ☐ N/A
- Web Content Accessibility Guidelines 1.0+; <http://www.w3.org/TR/WAI-WEBCONTENT/> or <http://www.w3.org/TR/wcag2-req/>
- Conformance Level A ☐ Yes ☐ No ☐ N/A
- Conformance Level AA ☐ Yes ☐ No ☐ N/A
- Conformance Level AAA ☐ Yes ☐ No ☐ N/A
- Validation for XHTML, CSS, WCAG ☐ Yes ☐ No ☐ N/A
- Can the website be understood when viewed through a text-based browser? ☐ Yes ☐ No ☐ N/A
- Is the website multi-browser friendly? ☐ Yes ☐ No ☐ N/A

Labeling

- | | | | |
|--|---------------------------|--------------------------|---------------------------|
| Do the labels used create a common understanding? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Are Main, Main Page or Home labels used to go back to the main page of the website? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Are Contact Us or Contact labels used to indicate how one contacts the library? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Are Help, FAQ, Frequently Asked Questions labels used to direct a user to website tutorials and documentation? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Are Search, Find, Browse, or Search Browse labels used to navigate users to searching the website? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Are Online Catalog or some label variant used to direct users to the Web OPAC? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Are the labels representative and do they differentiate the content the labels are linking or preceding? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Do labels employ user-centric language and avoid library jargon? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Are the labels professional? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Are the labels consistent? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Are the labels specific enough? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Does the labeling system follow the same style? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Does the labeling system follow the same presentation? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Is the labeling system geared towards the same audience? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Does the website have multiple labeling systems for multiple audiences? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Does the labeling system use a controlled vocabulary? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |

Localization

- | | | | |
|--|---------------------------|--------------------------|---------------------------|
| Does the website give its users the ability to pick their language? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Are the language choices easy to locate on the website? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Does the website look polished and clean with a variety of languages? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Does the website expand and contract as needed depending on the language being utilized? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Are all the translations clear and simple to understand? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Are the translations appropriate for the intended audience? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Are the Contact Us pages also translated? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Does the website use unicode for the translations? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Are the website graphics designed for localization? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |

- Are there any images of people, animals, everyday objects or religious symbols on the website that will cause cultural difficulties? ☐ Yes ☐ No ☐ N/A
- Do the website colors cause cultural difficulties? Localization source for how cultures react to different colors. ☐ Yes ☐ No ☐ N/A
- Are all the fonts universally acceptable by all languages? ☐ Yes ☐ No ☐ N/A
- Does the HTML indicate the language of the website? ☐ Yes ☐ No ☐ N/A
- Are the languages of the predominant cultures in the community represented? ☐ Yes ☐ No ☐ N/A

Look and Feel

- Does the website have a consistent design? ☐ Yes ☐ No ☐ N/A
- Does the website have a distinct look and feel? ☐ Yes ☐ No ☐ N/A
- Does the website utilize fonts appropriately? ☐ Yes ☐ No ☐ N/A
- Does the website utilize background color appropriately? ☐ Yes ☐ No ☐ N/A
- Does the website have proper spacing between components? ☐ Yes ☐ No ☐ N/A
- Does the website use font-weight instead of bold, font-style instead of italic, and relative font-sizes? ☐ Yes ☐ No ☐ N/A
- Is the website padding adequate? ☐ Yes ☐ No ☐ N/A
- Does the website color scheme flow well? ☐ Yes ☐ No ☐ N/A
- Do all the website pages utilize the same look and feel? ☐ Yes ☐ No ☐ N/A
- Is the look and feel of the website appropriate for a library audience? ☐ Yes ☐ No ☐ N/A
- If the website has a background image, is it transparent enough? ☐ Yes ☐ No ☐ N/A
- Are all the website components positioned correctly? ☐ Yes ☐ No ☐ N/A
- Does the website use a liquid layout, e.g., not fixed width, so you don't see a horizontal scroll bar? ☐ Yes ☐ No ☐ N/A

Navigation

- Can users determine easily where they are currently located on the website? ☐ Yes ☐ No ☐ N/A
- Can users determine easily where their current page is positioned in relation to the entire website? ☐ Yes ☐ No ☐ N/A
- Is the hierarchy of pages clear? ☐ Yes ☐ No ☐ N/A
- If image-based navigation is used, is text-based navigation also available? ☐ Yes ☐ No ☐ N/A
- If pages are long, is navigation provided at the top and the bottom of the page? ☐ Yes ☐ No ☐ N/A

- Can users determine navigation options without scrolling or mousing over the options? ☐ Yes ☐ No ☐ N/A
- Is there a link back to the home page on every page? ☐ Yes ☐ No ☐ N/A
- Are proven, effective navigation styles used, such as navigation bars and breadcrumbs? ☐ Yes ☐ No ☐ N/A
- Is there an easily accessible list of top-level categories? ☐ Yes ☐ No ☐ N/A
- Is there a way to help users who are lost, such as a site map, index, or a table of contents? ☐ Yes ☐ No ☐ N/A
- If "help" links are available, are they contextualized within the page? ☐ Yes ☐ No ☐ N/A
- Are you led to dead-end links? ☐ Yes ☐ No ☐ N/A
- Do "404/File Not Found" pages help users determine what to do next? ☐ Yes ☐ No ☐ N/A
- Do pages internal to the site use relative links rather than absolute links? ☐ Yes ☐ No ☐ N/A

Scripting Languages

- Are functions scripted appropriately to be carried out by client side or server side scripts? (Client side scripts present information to the user while server side scripts search, collate, and manipulate information.) ☐ Yes ☐ No ☐ N/A
- Do scripts use Javascript *ECMAScript* specification? ☐ Yes ☐ No ☐ N/A
- Do the pages use Unobstructive Scripting techniques? This means web pages are usable without scripting but scripting enhances the pages. ☐ Yes ☐ No ☐ N/A
- Are alternatives provided for known less-capable browsers? ☐ Yes ☐ No ☐ N/A
- Is the NOSCRIPT tag used to inform users that have scripting turned off that scripting is required or is there a link to alternative nonscripted pages? ☐ Yes ☐ No ☐ N/A
- Do the pages follow the *W3C DOM* (Document Object Model) standard for scripting?(XHTML files contain a link to JavaScript files within SCRIPT tags rather than being coded in the actual pages.) ☐ Yes ☐ No ☐ N/A

Search Engine Enabled

- Does the site utilize a robots.txt file to to identify which parts of the website are to be included or not to be included when crawled by Spiders? ☐ Yes ☐ No ☐ N/A
- Is the robots.txt file kept up to date if there are changes in website architecture? ☐ Yes ☐ No ☐ N/A
- Are search engines allowed to crawl without session IDs or cookies? ☐ Yes ☐ No ☐ N/A

- Are pages in the website Search Engine Optimized? ☐ Yes ☐ No ☐ N/A
- Has the website main page been submitted to major search engines? ☐ Yes ☐ No ☐ N/A

Speed

- Does the website avoid features that are unnecessary to the website's content and use excessive bandwidth, such as Flash animations, sound clips, and large graphics? ☐ Yes ☐ No ☐ N/A
- Is it easy to load the website quickly with dialup? ☐ Yes ☐ No ☐ N/A
- If links to multimedia content are provided, such as videos or sound files, do the files load quickly? ☐ Yes ☐ No ☐ N/A
- Has the content on each page been developed carefully in order to avoid very long pages (and therefore avoid excessive download time)? ☐ Yes ☐ No ☐ N/A

Technical Backend

- Is the web server an appropriate size in relation to the number of website users? ☐ Yes ☐ No ☐ N/A
- Is the web server backed up routinely? ☐ Yes ☐ No ☐ N/A
- Is the web server mirrored? ☐ Yes ☐ No ☐ N/A
- In large libraries, is the OPAC run on a separate server? ☐ Yes ☐ No ☐ N/A
- Are technologies that require users to download special plug-ins, ActiveX controls, etc. avoided whenever possible? ☐ Yes ☐ No ☐ N/A
- Have web pages been developed using code that is as browser-neutral as possible? ☐ Yes ☐ No ☐ N/A
- Is client-side scripting that slows down page delivery time avoided? ☐ Yes ☐ No ☐ N/A
- Has all (X)HTML been validated? ☐ Yes ☐ No ☐ N/A
- Does the library utilize technologies such as CSS to minimize web page maintenance time? ☐ Yes ☐ No ☐ N/A
- Does the website use a database-driven method such as ASP, PHP, or ColdFusion to deliver content? ☐ Yes ☐ No ☐ N/A
- Does the web server have a sufficient amount of bandwidth in order to perform at an acceptable speed? ☐ Yes ☐ No ☐ N/A
- Is the website maintained using a content management system to further minimize web page maintenance? ☐ Yes ☐ No ☐ N/A

Website Content

Is information provided on the name, location, phone numbers and hours of operation for each branch?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Is a map available showing the location of each library branch?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Does the site include a link to the library online catalog?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Are tips included for searching the library catalog?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Are the Mission Statement, Goals and History of the library included on the website?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Is a message from the Director (including a picture) available?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Does the site provide information on how to apply for a library card, cost of the card, loan periods, book drop locations and overdue fines?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Is information provided for basic circulation and reference services such as holds, renewals, interlibrary loans?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Are all fines and fees charged by the Library clearly stated?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Is the Library Internet Access Policy clearly stated?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Are procedures for Internet access available, including login requirements, expected behavior, printing fees, filtering, youth access, reservations, waiting lists and time limits?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Are software applications available on the public access computers listed?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
If wireless Internet access is available, is this stated in the website?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Are the Library's online resources and databases listed, including a description of each resource, logon information and links?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Is it clear whether online resources may be accessed remotely or only in the Library?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Are other Reference services, such as virtual reference, readers' advisory, exam proctoring and item requests, listed and described with appropriate contact information?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Is a monthly calendar of events available?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Are upcoming special events highlighted on the home page?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Is there a list of featured new items available for circulation?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Is the website content available in more than one language?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Is there a FAQs page?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Is information regarding Friends Of the Library membership and events available?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A

Is there a volunteer page to list volunteer opportunities and to recognize individual's efforts? ☐ Yes ☐ No ☐ N/A

Is all information provided in adequate detail or is there a link or contact number for further information? ☐ Yes ☐ No ☐ N/A

Is the owner of the site immediately apparent? ☐ Yes ☐ No ☐ N/A

Website Organization

Is the website organized logically? ☐ Yes ☐ No ☐ N/A

Does the website's organizational hierarchy possess multiple directories, one for each section of the website? ☐ Yes ☐ No ☐ N/A

Are similar sections grouped together in the organization hierarchy? ☐ Yes ☐ No ☐ N/A

Does the web server's file directory group files according to function, such as graphics in the images folder? ☐ Yes ☐ No ☐ N/A

Does the website allow for a multiple-faceted classification system, where content can be placed in more than one section of the website? ☐ Yes ☐ No ☐ N/A

Can the website organizational structure be easily mapped according to one of the best practices structures: hierarchical, linear, multi-level linear, hierarchy/linear level, random or grid? ☐ Yes ☐ No ☐ N/A

Are the file naming conventions logical and easy to follow? ☐ Yes ☐ No ☐ N/A

Are the links on the home page understandable to a patron? ☐ Yes ☐ No ☐ N/A

Is the library's website organized according to the library's organizational structure? (It shouldn't be.) ☐ Yes ☐ No ☐ N/A

Does the website's root directory have folders for images, scripts, and styles that are used site-wide? ☐ Yes ☐ No ☐ N/A

Is there a production website and a test website? ☐ Yes ☐ No ☐ N/A